



**Delivering high value, cost effective
Information Governance services**

Independent Insight, Lasting Impact

MIAA is one of the longest established and most successful shared services in the NHS. Established in 1990, we provide assurance, consultancy and direct service delivery to over 60 organisations spanning the NHS, local authorities, the wider public and third sector and the private sector.

Our success and growth have been firmly based in our public sector ethos and existing for the benefit of the sector.

Our national influence and insights combine to create solutions and relationships that deliver outcomes.

We deliver a range of services from technology risk and cyber security through to information governance, digital programme management and clinical coding.

Our technology professionals bring a breadth of skills, qualifications, expertise and practical experience to create a comprehensive solution to meet your needs.

Assurance – Applying strong professional standards, alongside leading-edge delivery methods, to meet your technology assurance requirements.

Consultancy – Providing solutions focused advice and guidance to drive operational improvement and transformation.

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Our information governance services

Within MIAA we have a team dedicated to the direct delivery of operational information governance and data protection services. These services range from the delivery of a virtual/fractional Data Protection Officer service, through the provision of interim operational service support covering staff absence or capacity shortfalls to full, outsourced, information governance services; the latter of which we has recently been successfully deployed into a north west Integrated Care Board where we took over the service from the existing service provider.

Our team have extensive experience in the full range of information governance activities including the management of subject access and freedom of information requests, primary information governance support, training, data security and protection toolkit assessment, monitoring and submission, data protection in major system deployments and investigations where there is a breach.

The fully out-sourced service

There are many benefits to outsourcing an organisation's information governance service including:-

- The ability to buy into a service at scale which brings resilience, capacity and wider skills and experience;
- The financial benefit of being part of a "do once" collective whereby development costs etc are spread across multiple organisation rather than being individually incurred;

Add to this where, the option is to in-source from an existing provider then the transfer to another outsourcing partner de-risks the change.

It ensures that the service continues regardless of TUPE arrangements which have to be managed by the new service provider who, ultimately, has to ensure that the skills are

available in the right quantity and the right time for the service, it means that senior officers can focus on their portfolio rather than having to deal with the details of a transfer and it takes away the need for direct line management of staff and keeps the head count off payroll.

That all said, moving an organisation's information governance service provider is a complicated task with many considerations that have to be carefully managed, to ensure a smooth transition, including:-

- Staff transfer where TUPE applies, ensuring that not only is the transfer managed in accordance with HR policies and legislation but also that the staff have a seamless move and are welcomed into the new organisation;
- Data transfer between suppliers, ensuring completeness and accuracy;
- Transfer of case and request management for on-going subject access requests, freedom of information requests, data protection impact assessments, transformation projects and any on-going investigations;
- Re-establishing systems and processes within the new supplier while assessing and implementing opportunities for service improvement and efficiency; and, above all,
- Ensuring that all of this is done with the full involvement of the service recipient so that the change happens with full buy-in.

Our approach in transitioning the full service referenced above, and experience from decades of service transitions and mergers, lays a strong foundation for ensuring a successful, seamless switch over.

From the outset of the transition through to business as usual activities we take a robust project management approach setting out the key, and sub, activities that must take place, when these need to happen and where responsibilities lie.

Our migration plan is updated on a weekly basis, or as tasks are completed etc, and regular touch points are established with the client leads to discuss progress and, should the need arise, raise any concerns or risks.

During this period, we work closely with the incumbent provider to ensure a smooth transfer of the service, any staff, and all data etc.

Proven success

Our fully out-sourced information governance service model has proven to be a success, from the migration through to business as usual.

This is demonstrated through the positive feedback that we have received but, as, if not more, importantly, it has brought about real corporate benefits, reducing costs, improving resilience, de-risking the service and ensuring that the client is always protected in the context of its legal and regulatory accountabilities and responsibilities.

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